

NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES

March 13, 2015

The NH Enhanced 9-1-1 Commission (Commission) meeting was held at the Richard M. Flynn Fire Academy Dormitory, 98 Smokey Bear Blvd, Concord, NH

Commission Members Present:

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| Douglas Aiken, Chairman | NH Association of Fire Chiefs |
| Jonathan Goldman | NH Emergency Dispatchers Association |
| Derek Martel | Professional Firefighters of NH |
| Karen Mead | Senior VP of Operations, FairPoint Communications |
| Cecily McNair | Public Member |
| Paul Szoc | NH Federation of Mutual Aid Districts |
| Sandra Teti | Governor's Commission on Disability |
| George Valliere, Vice Chairman | NH Police Officer |
| William Wood, Secretary | NH Division of Fire Standards and Training & EMS |
| Kathryn Bailey | NH Public Utilities Commission |
| Patrick Robinson | Mobile Telecommunications Carriers Industry |
| Craig Wiggin | NH Sheriffs Association |
| Scott Brooks | NH Telephone Association |

Commission Members Absent:

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| Comcast | Vacant |
| NE Cable Telecommunications | Vacant |
| Linda Hodgdon | NH Department of Administrative Services |
| David Caron | NH Municipal Association |
| John Barthelmes | Commissioner, Department of Safety (DOS) |
| James Valiquet | NH Association of Chiefs of Police |

Participants:

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| Thomas Andross | Director of Communications, Grafton County Sheriff Department |
| Sherry Baker | Administrative Secretary, NH Division of Emergency Services & Communications (NHDESC), DOS |
| Robert Brown | Information Technology Manager V, NHDESC, DOS |
| Bruce Cheney, ENP | Director, NHDESC, DOS |
| Peter DeNutte | Assistant Director, NHDESC, DOS |
| Sean Goodwin | GIS Administrator, NHDESC, DOS |
| Doug Hackett | Communications Coordinator, Town of Hanover |
| David Rivers | Chief of Operations, NHDESC, DOS |
| Tim Scott | Database Administrator, NHDESC, DOS |
| John Stevens | Statewide Interoperability Coordinator, DOS |
| Robert Beaulac | Senior Business Supervisor, NH Department of Administrative Services, Budget Office |
| Lisa Lienhart | Financial Analyst, DOS |
| Randy Young | Intrado |
| Kelly Hayward | Program Specialist I, NHDESC, DOS |
| Jon Eon | FairPoint Communications |
| Jason Martin | Operation Supervisor, NHDESC, DOS |
| David Hilts | Legal Counsel, Office of the Commissioner, DOS |

1. Approval of the minutes from the September 19, 2014 NH Enhanced 9-1-1 Commission meeting.

Chairman Aiken called for approval of the December 19, 2014 meeting minutes. Commissioner Robinson motioned to accept the minutes and Commissioner Goldman seconded the motion. The minutes were unanimously approved by those present with two abstentions from David Hilts and Kate Bailey.

Chairman Aiken welcomed Commissioner Scott Brooks, newly appointed representative of the NH Telephone Company.

2. Old Business

David Hilts, Legal Counsel, Office of the Commissioner discussed the outcome of HB391.

Commissioner Goldman asked if the cell phone surcharge would transfer to a different state if you moved.

Mr. DeNutte advised the surcharge is billed by billing address.

Commissioner Goldman asked if there was a way to see how many active cell phones are on-line statewide.

Director Cheney advised an active cell phone report from the Federal Communications Commission (FCC) can be provided quarterly.

Chairman Aiken asked what the next step is on HB391?

Attorney Hilts stated that HB391 needs to pass the Senate.

Chairman Aiken asked how will we know all the retailers that sell pre-paid phones?

Attorney Hilts advised there will be rule making and compliance auditing for all retailers who sell pre-paid phones.

Chairman Aiken thanked Attorney Hilts for explaining HB391 to the Commission.

3. Division Reports

3.A. Directors Report

3.B. Financial Report (Lisa Lienhart, DOS Financial Analyst)

Lisa Lienhart reported the following:

- Discussed Emergency Communications budget numbers
- Revenue appears to be in-line with estimated revenue for the Fiscal Year
- Public relations expenditures are lower than budgeted
- Overtime is a little higher than expected, but not a concern at this time.

3.C Report on Data Operations: (Timothy Scott, Database Administrator)

1. Update on Mapping & Database activities
2. Update on Emergency Notification System (ENS) and number of participating communities and agencies
3. Schools Statewide Telephone Emergency Preparedness Project (S.T.E.P.)

Tim Scott reported the following:

- The telephone database contains approximately 767,000 records.
- Partial address conversions have occurred in 8 cities and towns affecting a total of 190 lines.
- 130 MSAG updates and 120 address changes were made to the telephone database as a direct result of the Backoffice Bounce Project.
- The Mapping Database contains approximately 512,000 addressable points.
- The Mapping Database contains approximately 48,000 landmark points.
- The Mapping Database contains approximately 20,200 building footprints.
- Emergency Notification System has 109 communities participating in the program.
- 22 total School Administration Unit Reports were completed.
- 9 New School Administration Unit visits were conducted.
- SB 68 multiple telephone line system owners/operators must ensure the accurate geographic location of a 9-1-1 caller. The bill was killed in committee. DESC will have one staff member handling discrepancies.
- Mr. Scott discussed the new mapping project.

3. D. Report on Administration (Robert Christensen, Administration Manager)

1. Administration Section Project Management
2. Communications:
 - a. "Neighborhood"
 - b. 9-1-1 Outreach
3. Fleet Maintenance
4. PSAP Reclassifications

No Report was Given

3.E. Status on NH VIEWW (Sean Goodwin, GIS Administrator)

1. Status of NHVIEWW
2. Status of School Safety and Security Mapping

Sean Goodwin reported the following:

- Support to the Department of Safety continues.
- We continue to staff the EOC during weather event actions.
- Assisted the Department of Motor Vehicles and State Police with map graphics for their legislative hearings.
- Jim Goss, trail data collector, has retired.
- Working with the Department of Resources and Economic Development (DRED) to collect data in Belknap County.
- Upgraded the NHVIEWW security platform to the latest version.
- Upgraded and configured all GIS components to the latest version of ESRI.
- Executed a Memorandum of Understanding (MOU) with the Department of Corrections for 75 users to join the NHVIEWW platform.

Director Cheney said each department who joins NHVIEWW must pay a fee. NHVIEWW is starting to generate income.

Chairman Aiken asked when could we expect the public to have access to NHVIEWW?

Mr. Goodwin stated the public has access to the stimulus side of NHVIEWW. We are waiting for agencies to inform us what they want exposed to the public.

Statewide Interoperability John T. Stevens, Statewide Interoperability Coordinator (SWIC)

- The Office of Interoperability remains focused on two different agendas:

1. Promoting statewide interoperability. Working with our stakeholders and our partners through the Statewide Interoperability Executive Committee (SIEC) to move this initiative forward.

2. The Federal Government with regard to FirstNet. The first consultation for New Hampshire has been scheduled for June 9, 2015 at the Fire Academy.

- On March 11, 2015, the 3rd meeting of the Statewide Interoperability Executive Committee was held.

4. Bureau of Emergency Communications (9-1-1)

4. A. Report on PSAP Operations and Report on Emergency Medical Dispatch (EMD) (David Rivers, Chief of PSAP Operations)

1. Update on PSAP operations
2. Agency Call Stats Report

Emergency Medical Dispatch Compliance Statistics:

- 98.97% Case Entry
- 99.02% Key Questions
- 98.65% Dispatch Life Support
- 96.94% Chief Complaint
- 97.17% Final Coding
- 98.23% Total Average
- 99.89% Customer Services

Chief Rivers reported the following:

- Jason Martin is the new Operation Supervisor.
- Capturing call stats has been problematic. The data shows a 5% call volume decrease.
- Cell phone call volume has decreased.
- He is concerned that 31% of the 9-1-1 calls only have phase one location. Part of the problem could be that pre-paid phones present as cell phones. This is a concern nationally as well.

Chairman Aiken asked if the problem might be the pre-paid equipment that is being sold?

Mr. Rivers reported that pre-paid calls are hitting on towers that aren't theirs. The Federal Communications Commission (FCC) states the signal must be sent to 9-1-1, but it does not require location information.

- Voice transfer times have been very good.
- Exigent requests have been very high. Mr. Rivers explained what exigent requests are and how they are handled.
- The PSAP's are accepting text messaging. From November 1, 2014 through February 24, 2015, 189 text messages have been received.

Director Cheney said a text message demands substantial amount of time versus a voice call. At some point, we may have to increase staffing to answer emergency text messages.

Commissioner Bailey asked how a text message presents in the PSAP to a telecommunicator? Does the text message come in on the same screen?

Mr. Rivers explained that there are three laptops in both PSAP facilities; two on the floor and one on each supervisor bridge to accept text messages. The first person to see the text message goes unavailable to incoming telephone calls to process the text message.

Commissioner Bailey asked how the Telecommunicator knows there is a text message coming in?

Mr. Rivers said there is a tone that sounds when the text comes in.

Commissioner Bailey asked if the Telecommunicator has to leave their seat to go to the laptop to answer the text messages?

Mr. Rivers advised that the laptops are positioned at a Telecommunicator's station at all times. The laptops are wireless so they will always be monitored by an available Telecommunicator.

Commissioner Wood asked if the majority of the 189 text messages received were legitimate texts?

Mr. Rivers stated the majority were not emergencies, but they were legitimate.

- The PSAP Supervisor sent out 71 Emergency Notifications to towns
- 5 new hires are in the classroom and doing well
- As of March 1, 2015, the PSAP's have a new scoring system called Aqua
- Dave Rivers, Sean Goodwin and Tim Scott will be presenting at the N.H Emergency Dispatchers (NHEDA) Conference in April

Director Cheney asked Mr. Rivers to explain the contract situation for the agencies Medical Director position.

4.B. Report on Next Generation 9-1-1 Phase I (Robert Brown, Information Technology Manager V)

1. Next Generation 9-1-1 Phase I
2. Text messaging in PSAP's
3. Status of responses from wireless providers from text messages

Robert Brown reported the following:

- The Next Generation 9-1-1 RFP was sent out on February 11, 2015.
- The Bidder conference was held on March 9, 2015.

Chairman Aiken asked when the RFP proposals are due?

- Mr. Brown stated the RFP proposals are due by April 1, 2015.

Commissioner Bailey asked once the RFP proposals are received, how long the analysis would take.

Mr. Brown said on April 10, 2015, invitations for oral presentation will be extended to vendors who pass minimum technical specification scores. April 22, 2015, vendor presentations and PSAP tours will be conducted. May 1, 2015, Proposal Evaluation will be completed. The Network RFP proposal evaluation is completed on May 14, 2015.

Director Cheney confirmed the Commission will be invited to vendor presentations and vendor evaluations.

- March 12, 2015, gave a presentation of the Medical Dispatch software Paramount to dispatch supervisors. Paramount is the software we will be using for NG 911.

Director Cheney said Mr. Brown will be presenting Paramount presentation to dispatch centers.

Vice-Chairman Valliere asked if there was going to be a Paramount presentation at NHEDA conference. Mr. Brown said there wouldn't as we want to work with smaller groups.

- Text messaging system is working well.

Director Cheney asked Mr. Brown to explain the difference between the current text messaging solution versus the New Generation solution.

Chairman Aiken asked if 9-1-1 could accept video or photos. Mr. Brown said no, the caller would receive a response advising them that this type of service is not available in this area.

Chairman Aiken asked if video and photos would be an option with Next Generation. Mr. Brown said the National Public Safety Telecommunication Council (NPSTC) is still debating this issue.

- On March 2, 2015, a Public Notice from the Federal Communications Commission (FCC) went out for Text-to-911 readiness and certification registry.

4.C. Status on Senate Bills and House Bills (Bruce G. Cheney, Director, ENP)

1. Update on Statute/Rule prohibiting automatic dialers programmed to call 9-1-1
2. Status on E911 surcharge to prepaid cellular telephones

5. Communication Maintenance Bureau

- The statute for the automatic dialers is ambiguous at best. Director Cheney will be meeting with the Department of Safety's attorney to discuss putting the automatic dialers into our rulemaking process.

Commissioner Goldman asked if the Division has a rule that states automatic dialers cannot be programmed to 9-1-1.

Director Cheney said we do not have a rule, but he thought there was a statute.

Chairman Aiken confirmed there was an RSA on automatic dialers.

Commissioner Goldman asked where should the automatic dialers be going?

Chairman Aiken said they should be directed to a 24 hour staffed location.

5.A. Communication Maintenance (Bruce G. Cheney, Director ENP)

1. Update on State Police Communications Maintenance

Director Cheney reported the following:

- Communication Maintenance is running smoothly. We have reviewed their upcoming biennium budget with them. This unit is a drain on the 9-1-1 budget.
- Director Cheney wanted to thank the NHEDA organization for inviting DESC staff to their conference. Commissioner Goldman thanked Director Cheney for participating at the conference and looked forward to working with the Division.

6. Bureau of Telecommunication

6.A. Report on Statewide Telecommunication Bureau (Kevin Connor, Administrator IV)

1. Status of the statewide VoIP project
Written report in packet

7. Contractor's Report (Jon Eon, FairPoint Communications)

1. Report on Network

Jon Eon reported the following:

- December 18, 2015, trunk group in the Laconia PSAP bounced. A wire connection problem between FairPoint handoff to the Bureau wiring.
- January 8, 2015, trunk group 692 was taken out of service by the Bureau for routine maintenance. This lasted less than 2 minutes.
- January 14, 2015, switch isolation in Glendale. The switch was rebooted; lasted 6 minutes.
- January 16, 2015, trunk group 692 was taken out of service by DESC to work on the CPE; less than 1 minute.
- January 31, 2015, switch isolation due to issue with a memory card; lasted less than 1 minute.
- February 23, 2015, Concord PSAP trunk groups went busy due to an event in the PSAP.
- February 24, 2015, Concord PSAP experienced trouble in trunk group 692. Work was being done by the DESC.
- March 11, 2015, switch isolation for Center Ossipee a cut fiber optic cable; in standalone for 7 hours and 25 minutes.

Commissioner Bailey asked if anyone had any information on whether reorder worked during the outage. A few months ago we decided to eliminate the direct town standalone phones because they were no longer accessible by the majority of

callers during an outage. Carriers were instructed to program isolated switches to deliver fast busy signal when a switch is unable to complete calls during an outage. Commissioner Bailey asked if we knew if anyone called 9-1-1 during the outage and if the reorder worked.

Mr. Eon said when a remote switch is in isolation, we lose visibility to that switch, including surveillance capability. There is no way for us to know if anyone called 9-1-1 during the outage.

Commissioner Bailey asked if there was a way to test and verify that all the switches are programmed correctly and that they deliver a fast busy signal when the switch is isolated.

Mr. DeNutte said we can do a test on all the switches.

Mr. Eon will contact the Division and set up a testing date. The testing will be completed during safe time.

Mr. DeNutte advised that he will make sure the communities are notified when an isolation occurs.

Chairman Aiken called for a motion to adjourn at 1:55 P.M. Commissioner Valliere motioned to adjourn the meeting. The motion was seconded by Commissioner Mead and unanimously passed by those present. There were no abstentions.

Next Commission meeting will be planned for June. The date, time, and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission